

# SCDDO Directory of Affiliated Service Providers



Sedgwick County

Department of Aging and Disabilities

271 W 3rd St N, Suite 500, Wichita, KS 67202

Hours: Monday – Friday 8:00 – 5:00



SEDGWICK COUNTY

DEPARTMENT OF AGING  
AND DISABILITIES

**VISION**

Disabilities Do Not Limit Us.

**MISSION**

Assisting people with developmental disabilities to receive quality services and achieve greater independence.

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# Affiliate Provider Contact Information

Printed: Monday, May 19, 2025

## **AbilityPoint, Inc.**

2919 W. 2nd St. N.  
Wichita, KS 67203-5319  
Phone: (316) 943-1191  
Fax: (316) 943-3292

### **Agency Directed**

Children's Integrated Community Supports  
Supportive Home Care  
Supportive Home Care (limited to AbilityPoint  
program participants)  
Targeted Case Management (Age 13+)

## **Advocate Care Services, Inc.**

www.advocatecare.org  
151 S. Whittier, Ste. 1500  
Wichita, KS 67207-1063  
Phone: (316) 260-9910  
Fax: (888) 962-4321

### **Self Directed**

Enhanced Care Services  
Financial Management Services  
Overnight Respite  
Personal Care Services

## **AidCare Services**

9235 E. Harry St, Bldg. 200 Suite 5  
Wichita, KS 67207-5073  
Phone: (316) 243-4090  
Fax: (316) 351-7788

### **Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)

## **All Saints Home Care Inc.**

3425 W Central Ave  
Wichita, KS 67203  
Phone: (316) 755-1076  
Fax: (316) 945-9076

### **Self Directed**

Enhanced Care Services (Age 5+)  
Financial Management Services (Age 5+)  
Overnight Respite (Age 5+)  
Personal Care Services (Age 5+)

## **Alpha Services, Inc.**

<https://alphaservicesks.com/>  
542 N. Indiana  
Wichita, KS 67214-4010  
Phone: (316) 295-4498  
Fax: (316) 530-8047

### **Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)

## **Arrowhead West, Inc.**

613 N. Ridge, Suite 105  
Wichita, KS 67212-3391  
Phone: (316) 722-4554  
Fax: (316) 722-8314

### **Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)  
Targeted Case Management (Age 18+)  
Wellness Monitoring (Age 18+)

**Catholic Charities, Inc. Adult Day Services**

[www.catholiccharitieswichita.org](http://www.catholiccharitieswichita.org)

2235 W. 37th St. N.

Wichita, KS 67204

Phone: (316) 942-2008

Fax: (316) 264-4442

**Agency Directed**

Day Supports (Age 18+)

Wellness Monitoring (Age 18+)

**Cerebral Palsy Research Foundation of Kansas, Inc.**

[www.cprf.org](http://www.cprf.org)

5111 E. 21st St. N.

Wichita, KS 67208-1606

Phone: (316) 688-1888

Fax: (316) 688-5687

**Agency Directed**

Assistive Services (Wheelchair Modifications)

Assistive Services Vehicle Modification

Day Supports (Age 18+)

Targeted Case Management (Age 14+)

**Craig HomeCare**

1220 E 1st St N

Wichita, KS 67214-3907

Phone: (316) 264-9988

Fax:

**Agency Directed**

Specialized Medical Care

**Envision**

[www.envisionus.com](http://www.envisionus.com)

2301 S. Water

Wichita, KS 67213-4819

Phone: (316) 425-7140

Fax: (316) 425-7171

**Agency Directed**

Day Supports (Age 18+)

Day Supports (Age 18+, for individuals with visual impairments)

**Goodlife Innovations, Inc.**

[www.mygoodlife.org](http://www.mygoodlife.org)

770 N Silver Springs Blvd #503

Wichita, KS 67212

Phone: (913) 980-8135

Fax:

**Agency Directed**

Day Supports (Age 18+)

Residential - Shared Living (Age 18+)

Residential Supports (Age 18+)

Wellness Monitoring (Age 18+)

**Goodwill Industries of Kansas, Inc.**

[www.goodwillks.org](http://www.goodwillks.org)

3351 N. Webb Road

Wichita, KS 67226-8123

Phone: (316) 744-9291

Fax: (316) 744-1428

**Agency Directed**

Day Supports (Age 18+)

Supported Employment (Age 18+)

**GT Independence**

gtindependence.com/state/kansas  
7300 W. 110th Street, Commerce Plaza, 7th  
Floor

Overland Park, KS 66210

Phone: (877) 659-4500

Fax:

**Self Directed**

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

**Hearts of Love, LLC**

1602 S. Cranbrook Avenue

Wichita, KS 67207-5702

Phone: (316) 927-2134

Fax: (316) 330-4055

**Agency Directed**

Day Supports (Age 18+)

Residential Supports (Age 18+)

**Helpers, LLC**

www.helpersinc.org

11806 W 77th St.

Lenexa, KS 66214

Phone: (913) 322-7212

Fax:

**Self Directed**

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

**Homebuddy**

3510 W. Central, Suite 700

Wichita, KS 67203

Phone: (316) 262-8339

Fax:

**Agency Directed**

Medical Alert Rental

**Independence, Inc.**

2001 Haskell Ave

Lawrence, KS 66046

Phone: (785) 841-0333

Fax: (785) 841-1094

**Self Directed**

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

**Independent Living Resource Center, Inc.**

www.ilrcks.org

3033 W. 2nd St.

Wichita, KS 67203-5357

Phone: (316) 942-6300

Fax: (316) 942-2078

**Self Directed**

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

**Individual Advocacy, LLC**

3013 E US Hwy 54  
Andover, KS 67002  
Phone: (316) 613-3990  
Fax: (316) 613-3316

**Agency Directed**

Targeted Case Management

**Jondoh House, LLC**

2620 E 21 St. North  
Wichita, KS 67217-2248  
Phone: (316) 751-8494  
Fax:

**Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)

**KETCH**

www.ketch.org  
1006 E. Waterman  
Wichita, KS 67211-1525  
Phone: (316) 383-8700  
Fax: (316) 383-8715

**Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)  
Wellness Monitoring (Age 18+)

**KVC Behavioral Healthcare**

www.kvc.org  
21350 W. 153rd Street  
Olathe, KS 66061-5413  
Phone: (913) 621-5753  
Fax: (913) 529-2900

**Agency Directed**

Children`s Residential Supports (Age 5 - 21)

**Life Patterns**

www.lifepatternsks.org  
3300 SW 29th Street, Ste. 100  
Topeka, KS 66614-2069  
Phone: (785) 273-7189  
Fax: (785) 273-3816

**Self Directed**

Enhanced Care Services  
Financial Management Services  
Overnight Respite  
Personal Care Services

**Life Works**

1855 S. Rock Road, Ste. 129  
Wichita, KS 67207-5113  
Phone: (316) 201-1203  
Fax: (316) 201-1223

**Agency Directed**

Day Supports (Age 18+)  
Targeted Case Management

**LifeStation, Inc.**

2900 SW Wanamaker Dr STE 204  
Topeka, KS 66614  
Phone: (800) 446-3300  
Fax: (866) 725-8677

**Agency Directed**

Medical Alert Rental



**LINK, Inc.**

2401 E 13TH ST

HAYS, KS 67601-2663

Phone: (785) 625-6942

Fax: (785) 625-2334

**Self Directed**

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

**Mandala Community, LLC**

236 N Pennsylvania Ave

Wichita, KS 67214-4149

Phone: (316) 776-5489

Fax: (000) 000-0000

**Agency Directed**

Residential - Shared Living (Age 18+)

Residential Supports (Age 18+)

**Maxim Healthcare Services, Inc.**

8301 E. 21st St, Ste 230

Wichita, KS 67206-2934

Phone: (316) 201-9401

Fax: (866) 235-4617

**Agency Directed**

Specialized Medical Care (Age 5+)

**MedLife, LLC**

1000 S. Dowell Terrace

Wichita, KS 67207

Phone: (316) 208-6353

Fax: (316) 226-8094

**Agency Directed**

Residential Supports

**MedScope America LLC**

www.medscope.org

1818 Market St Suite 1200

Philadelphia, PA 19103

Phone: (800) 645-2060

Fax: (610) 896-7233

**Agency Directed**

Medical Alert Rental

**Mosaic**

113 N Broadway, Ste A

Pittsburg, KS 66762

Phone: (620) 231-5590

Fax: (620) 231-1810

**Agency Directed**

Residential - Shared Living

**New Hope Services**

821 W. 3rd St. Terrace

Valley Center, KS 67147-2417

Phone: (316) 755-1288

Fax: (316) 755-1954

**Agency Directed**

Day Supports (Age 18+)

Residential Supports

Targeted Case Management

**Paradigm Services, Inc.**

344 N. Wabash

Wichita, KS 67214-3948

Phone: (316) 260-8834

Fax: (316) 260-9570

**Agency Directed**

Day Supports (Age 18+)

Residential Supports (Age 18+)

**People First Employment and Residential Services**

133 S Hydraulic  
Wichita, KS 67211-1904  
Phone: (316) 706-3697  
Fax: (316) 425-8655

**Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)  
Supported Employment (Age 18+)

**Rainbows United, Inc.**

www.rainbowsunited.org  
3223 North Oliver Avenue  
Wichita, KS 67220-2106  
Phone: (316) 267-5437  
Fax: (316) 267-5444

**Agency Directed**

Children's Integrated Community Supports (Age 0 - 21)  
Supportive Home Care (Age 0 - 21)  
Targeted Case Management (Age 0 - 17)

**Res-Care Kansas, Inc.**

www.brightspringhealth.com  
5112 E. 36th St. North  
Wichita, KS 67220-3204  
Phone: (316) 651-2585  
Fax: (316) 651-5866

**Agency Directed**

Day Supports (Age 18+)  
Overnight Facility-Based Respite (Age 18+)  
Residential - Shared Living (Age 18+)  
Residential Supports (Age 18+)  
Targeted Case Management  
Wellness Monitoring (Age 18+)

**Starkey, Inc.**

www.starkey.org  
4500 W. Maple  
Wichita, KS 67209-2567  
Phone: (316) 942-4221  
Fax: (316) 942-6952

**Agency Directed**

Day Supports (Age 18+)  
Residential Supports (Age 18+)  
Supported Employment (Age 18+)  
Targeted Case Management (Age 16+)  
Wellness Monitoring (Age 18+)

**Taylor Drug Operating Services, Inc.**

www.taylordrug.net  
201 S. Summit  
Arkansas City, KS 67005-2895  
Phone: (620) 442-3500  
Fax: (620) 442-2184

**Agency Directed**

Assistive Services  
Assistive Services Home Modification  
Assistive Services Specialized Medical Equipment and Supplies  
Assistive Services Vehicle Modification

**TFI Family Services, Inc.**

618 Commercial Street  
Emporia, KS 66801-3969  
Phone: (785) 271-6657  
Fax: (620) 343-1398

**Agency Directed**

Children's Residential Supports (Age 5 - 21)

**The Looking Glass**

220 N Pennsylvania Ave

Wichita, KS 67214

Phone: (316) 351-7554

Fax: (316) 425-5003

**Agency Directed**

Day Supports (Age 18+)

**Thrive Skilled Pediatric Care**

[www.thrivespc.com](http://www.thrivespc.com)

534 N Ridge Road, suite C

Wichita, KS 67212

Phone: (316) 522-0608

Fax: (316) 925-5027

**Agency Directed**

Specialized Medical Care

**TRUST HomeCare, LLC**

[www.trusthomecare.com](http://www.trusthomecare.com)

6224 Shadybrook Street

Wichita, KS 67208-1844

Phone: (316) 683-7700

Fax: (316) 683-7702

**Agency Directed**

Enhanced Care Services

Medical Alert Rental

Overnight Respite

Specialized Medical Care

Supportive Home Care

Wellness Monitoring

## Limited License Providers - Not Accepting Referrals

### **Agape Services, LLC**

Phone: (620) 757-5737

Fax:

#### **Agency Directed**

Day Supports (Age 18+)

Residential Supports (Age 18+)

### **Heart of Care Agency, LLC**

Phone: (316) 371-3609

Fax: (316) 440-2527

#### **Agency Directed**

Day Supports

Residential Supports

### **St. Margaret's Mission, LLC**

Phone: (785) 375-2526

Fax:

#### **Agency Directed**

Day Supports

Residential Supports

## Providers by Service

### Assistive Services – Agency Directed

Cerebral Palsy Research Foundation of Kansas, Inc. (Wheelchair Modifications)  
Taylor Drug Operating Services, Inc.

### Assistive Services Home Modification – Agency Directed

Taylor Drug Operating Services, Inc.

### Assistive Services Specialized Medical Equipment and Supplies – Agency Directed

Taylor Drug Operating Services, Inc.

### Assistive Services Vehicle Modification – Agency Directed

Cerebral Palsy Research Foundation of Kansas, Inc.  
Taylor Drug Operating Services, Inc.

### Children's Residential Supports – Agency Directed

KVC Behavioral Healthcare (Age 5 - 21)  
TFI Family Services, Inc. (Age 5 - 21)

### Children's Integrated Community Supports – Agency Directed

AbilityPoint, Inc.  
Rainbows United, Inc. (Age 0 - 21)

### Day Supports – Agency Directed

AidCare Services (Age 18+)  
Alpha Services, Inc. (Age 18+)  
Arrowhead West, Inc. (Age 18+)  
Catholic Charities, Inc. Adult Day Services (Age 18+)  
Cerebral Palsy Research Foundation of Kansas, Inc. (Age 18+)  
Envision (Age 18+)  
Envision (Age 18+, for individuals with visual impairments)  
Goodlife Innovations, Inc. (Age 18+)  
Goodwill Industries of Kansas, Inc. (Age 18+)  
Hearts of Love, LLC (Age 18+)

Jondoh House, LLC (Age 18+)  
KETCH (Age 18+)  
Life Works (Age 18+)  
New Hope Services (Age 18+)  
Paradigm Services, Inc. (Age 18+)  
People First Employment and Residential Services (Age 18+)  
Res-Care Kansas, Inc. (Age 18+)  
Starkey, Inc. (Age 18+)  
The Looking Glass (Age 18+)

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### **Enhanced Care Services – Agency Directed**

TRUST HomeCare, LLC

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### **Enhanced Care Services – Self Directed**

Advocate Care Services, Inc.  
All Saints Home Care Inc. (Age 5+)  
GT Independence  
Helpers, LLC  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Life Patterns  
LINK, Inc.

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### **Financial Management Services – Self Directed**

Advocate Care Services, Inc.  
All Saints Home Care Inc. (Age 5+)  
GT Independence  
Helpers, LLC  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Life Patterns  
LINK, Inc.

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### **Medical Alert Rental – Agency Directed**

Homebuddy  
LifeStation, Inc.

MedScope America LLC  
TRUST HomeCare, LLC

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### **Overnight Facility-Based Respite – Agency Directed**

Res-Care Kansas, Inc. (Age 18+)

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### **Overnight Respite – Agency Directed**

TRUST HomeCare, LLC

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### **Overnight Respite – Self Directed**

Advocate Care Services, Inc.  
All Saints Home Care Inc. (Age 5+)  
GT Independence  
Helpers, LLC  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Life Patterns  
LINK, Inc.

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### **Personal Care Services – Self Directed**

Advocate Care Services, Inc.  
All Saints Home Care Inc. (Age 5+)  
GT Independence  
Helpers, LLC  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Life Patterns  
LINK, Inc.

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### **Residential - Shared Living – Agency Directed**

Goodlife Innovations, Inc. (Age 18+)  
Mandala Community, LLC (Age 18+)  
Mosaic  
Res-Care Kansas, Inc. (Age 18+)

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### **Residential Supports – Agency Directed**

AidCare Services (Age 18+)  
Alpha Services, Inc. (Age 18+)  
Arrowhead West, Inc. (Age 18+)  
Goodlife Innovations, Inc. (Age 18+)  
Hearts of Love, LLC (Age 18+)  
Jondoh House, LLC (Age 18+)  
KETCH (Age 18+)  
Mandala Community, LLC (Age 18+)  
MedLife, LLC  
New Hope Services  
Paradigm Services, Inc. (Age 18+)  
People First Employment and Residential Services (Age 18+)  
Res-Care Kansas, Inc. (Age 18+)  
Starkey, Inc. (Age 18+)

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### **Specialized Medical Care – Agency Directed**

Craig HomeCare  
Maxim Healthcare Services, Inc. (Age 5+)  
Thrive Skilled Pediatric Care  
TRUST HomeCare, LLC

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### **Supported Employment – Agency Directed**

Goodwill Industries of Kansas, Inc. (Age 18+)  
People First Employment and Residential Services (Age 18+)  
Starkey, Inc. (Age 18+)

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### **Supportive Home Care – Agency Directed**

AbilityPoint, Inc.  
AbilityPoint, Inc. (limited to AbilityPoint program participants)  
Rainbows United, Inc. (Age 0 - 21)  
TRUST HomeCare, LLC

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### **Targeted Case Management – Agency Directed**

AbilityPoint, Inc. (Age 13+)  
Arrowhead West, Inc. (Age 18+)  
Cerebral Palsy Research Foundation of Kansas, Inc. (Age 14+)



Individual Advocacy, LLC  
Life Works  
New Hope Services  
Rainbows United, Inc. (Age 0 - 17)  
Res-Care Kansas, Inc.  
Starkey, Inc. (Age 16+)

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**Wellness Monitoring – Agency Directed**

Arrowhead West, Inc. (Age 18+)  
Catholic Charities, Inc. Adult Day Services (Age 18+)  
Goodlife Innovations, Inc. (Age 18+)  
KETCH (Age 18+)  
Res-Care Kansas, Inc. (Age 18+)  
Starkey, Inc. (Age 18+)  
TRUST HomeCare, LLC

# Providers by MCO

## Healthy Blue

AbilityPoint, Inc.  
Advocate Care Services, Inc.  
AidCare Services  
All Saints Home Care Inc.  
Alpha Services, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
Envision  
Goodlife Innovations, Inc.  
Goodwill Industries of Kansas, Inc.  
GT Independence  
Hearts of Love, LLC  
Helpers, LLC  
Homebuddy  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Individual Advocacy, LLC  
Jondoh House, LLC  
KETCH  
KVC Behavioral Healthcare  
Life Patterns  
Life Works  
LINK, Inc.  
Mandala Community, LLC  
Maxim Healthcare Services, Inc.  
MedLife, LLC  
MedScope America LLC  
Mosaic  
New Hope Services  
Paradigm Services, Inc.

People First Employment and Residential Services  
Rainbows United, Inc.  
Res-Care Kansas, Inc.  
Starkey, Inc.  
Taylor Drug Operating Services, Inc.  
TFI Family Services, Inc.  
The Looking Glass  
Thrive Skilled Pediatric Care  
TRUST HomeCare, LLC

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## **Sunflower Health Plan**

AbilityPoint, Inc.  
Advocate Care Services, Inc.  
AidCare Services  
All Saints Home Care Inc.  
Alpha Services, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
Envision  
Goodlife Innovations, Inc.  
Goodwill Industries of Kansas, Inc.  
GT Independence  
Hearts of Love, LLC  
Helpers, LLC  
Homebuddy  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Individual Advocacy, LLC  
Jondoh House, LLC  
KETCH  
KVC Behavioral Healthcare  
Life Patterns  
Life Works

LifeStation, Inc.  
LINK, Inc.  
Mandala Community, LLC  
Maxim Healthcare Services, Inc.  
MedLife, LLC  
MedScope America LLC  
Mosaic  
New Hope Services  
Paradigm Services, Inc.  
People First Employment and Residential Services  
Rainbows United, Inc.  
Res-Care Kansas, Inc.  
Starkey, Inc.  
Taylor Drug Operating Services, Inc.  
TFI Family Services, Inc.  
The Looking Glass  
Thrive Skilled Pediatric Care  
TRUST HomeCare, LLC

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## **United Healthcare**

AbilityPoint, Inc.  
Advocate Care Services, Inc.  
AidCare Services  
All Saints Home Care Inc.  
Alpha Services, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
Envision  
Goodlife Innovations, Inc.  
Goodwill Industries of Kansas, Inc.  
GT Independence  
Hearts of Love, LLC  
Helpers, LLC

Homebuddy  
Independence, Inc.  
Independent Living Resource Center, Inc.  
Individual Advocacy, LLC  
Jondoh House, LLC  
KETCH  
KVC Behavioral Healthcare  
Life Patterns  
Life Works  
LifeStation, Inc.  
LINK, Inc.  
Mandala Community, LLC  
Maxim Healthcare Services, Inc.  
MedLife, LLC  
MedScope America LLC  
Mosaic  
New Hope Services  
Paradigm Services, Inc.  
People First Employment and Residential Services  
Rainbows United, Inc.  
Res-Care Kansas, Inc.  
Starkey, Inc.  
Taylor Drug Operating Services, Inc.  
TFI Family Services, Inc.  
The Looking Glass  
Thrive Skilled Pediatric Care  
TRUST HomeCare, LLC

## Providers Accepting Private Pay

### Alpha Services, Inc.

Day Supports (Age 18+)

Residential Supports (Age 18+)

### Arrowhead West, Inc.

Day Supports (Age 18+)

Residential Supports (Age 18+)

Targeted Case Management (Age 18+)

### Catholic Charities, Inc. Adult Day Services

Day Supports (Age 18+)

### Cerebral Palsy Research Foundation of Kansas, Inc.

Day Supports (Age 18+)

Targeted Case Management (Age 14+)

### Envision

Day Supports (Age 18+, for individuals with visual impairments)

### Goodlife Innovations, Inc.

Day Supports (Age 18+)

Residential - Shared Living (Age 18+)

Residential Supports (Age 18+)

### GT Independence

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

### Hearts of Love, LLC

Day Supports (Age 18+)

Residential Supports (Age 18+)

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**Jondoh House, LLC**

Day Supports (Age 18+)

Residential Supports (Age 18+)

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**KETCH**

Day Supports (Age 18+)

Residential Supports (Age 18+)

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**Life Works**

Day Supports (Age 18+)

Targeted Case Management

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**Mandala Community, LLC**

Residential - Shared Living (Age 18+)

Residential Supports (Age 18+)

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**MedLife, LLC**

Residential Supports

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**New Hope Services**

Day Supports (Age 18+)

Residential Supports

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**Paradigm Services, Inc.**

Day Supports (Age 18+)

Residential Supports (Age 18+)

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**People First Employment and Residential Services**

Day Supports (Age 18+)

Residential Supports (Age 18+)

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**Res-Care Kansas, Inc.**

Day Supports (Age 18+)

Residential - Shared Living (Age 18+)

Residential Supports (Age 18+)

Targeted Case Management

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**The Looking Glass**

Day Supports (Age 18+)

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**TRUST HomeCare, LLC**

Supportive Home Care



## GUIDE FOR CHOOSING A SERVICE PROVIDER

Making your expectations clear and finding out if the service provider can meet them is essential. The following are some basic questions to ask when choosing an agency:

### AGENCY MISSION, HISTORY, ORGANIZATIONAL STRUCTURE, LICENSING AND STABILITY

- What is your mission and how do you implement your mission on a day-to-day basis?
- What is your organization's management structure?
- How long has the Executive Director (and other key managers) been with the organization?
- Do you produce an annual report? May I review it?
- When was your most recent licensing review or certification? What were the results of the review?
- Has your license ever been in a less than "full license" status? If so, when, for how long and why?
- Are you accredited? If "yes", by what accrediting organization? How long have you been accredited?
- Have you had a recent financial audit? May I review it?
- Explain your fee structure. What is covered and not covered in your fees?

### PEOPLE RECEIVING SUPPORTS AND SERVICES FROM THE ORGANIZATION

- How many people does the organization support in total and by program/service?
- What is the age range of the people receiving supports and services from the organization?
- What experience does the organization have in providing supports and services to people with specific needs similar to those of the person seeking services? How many people does the organization support who face these issues?
- How many people does the organization support who previously lived in a state operated facility?
- Have any people who previously lived in a state-operated facility gone back to that facility? If so, why?

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## **RIGHTS, ADVOCACY, PERSONAL INFORMATION AND SATISFACTION**

- What are the rights and responsibilities of those who receive services at your organization? And, what are the rights and responsibilities for guardians?
- If a person or his/her guardian has a complaint, concern or grievance what process should be followed?
- How are responses to complaints, concerns or grievances monitored for effectiveness?
- If not satisfied with the agency response, what should be done?
- How will the person's served personal funds be managed?
- If your organization becomes payee is there an associated fee? What kind of reports will be provided to the guardian?
- What kinds of records will be kept regarding the individual and his/her services? Who has access to these records? How is confidentiality assured?
- How do you assess the satisfaction of the people who receive your services? How do you assess the satisfaction of guardians?
- When was the last satisfaction assessment done? What were the results? May I receive a copy of the results?
- What opportunities are provided for guardians to provide input to the organization?
- Can you provide references to me from guardians of people supported by your organization? Can you provide reference to me from guardians who previously received services at KNI or Parsons State Hospital?
- How many people supported by your organization have left your services during the past year? Why did these people leave?

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## **SAFETY, EMERGENCY PREPAREDNESS AND FREEDOM FROM ABUSE, NEGLECT AND EXPLOITATION**

- What are your policies regarding the reporting of suspected abuse, neglect or exploitation (ANE)?
- How many incidents of suspected ANE were reported to Adult Protective Services (APS) in the past year for the people you support? How many incidents of ANE were confirmed?
- What policies are in place regarding issues such as medical emergencies, power outages, weather emergencies, missing persons and/ or other emergencies?
- What training do staff members receive regarding these policies?
- If DSP's need additional support during an emergency, who do they call?
- Who monitors the condition of homes to ensure they are safe and in good repair? How?

How frequently does this occur?

- What process is in place to correct repair issues presenting safety concerns or other safety issues in the home?
- What process is in place to ensure that medications are stored safely?
- What process is in place to address specific safety or emergency concerns that specific to individuals such as elopement, seizures, aggressive or destructive behavior, falls, eating inedible objects, etc.?

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### **DIRECT SUPPORT PROFESSIONALS (DSP)**

- How many DSP's do you employ?
- What are the minimum requirements for DSP's at the time of hire?
- Describe your pre-employment screening procedures.
- What types of issue make a potential employee ineligible to be hired?
- Do you hire people who have had felony convictions?
- What is the rate of turnover among your DSP's?
- What type of supervisory support is provided for DSP's?
- What strategies are used to ensure good communication between shifts and between residential and day support staff?
- What strategies or incentives does the organization utilize to promote retention of DSP's (advanced training, increased pay, recognition, etc.)?

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### **FRONTLINE SUPERVISION AND ADMINISTRATIVE SUPPORT**

- Who provides supervision to the DSP's?
- How many staff members/residential sites are supervised by each frontline supervisor?
- What are the general responsibilities of frontline supervisors?
- What type of support is provided to residential staff in the evening? Overnight? On weekends? On holidays?
- What happens if a residential staff member doesn't come to work as scheduled?
- If an emergency or other unexpected event occurs after regular business hours, who do DSP's call for assistance?

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### **STAFF TRAINING**

- When a new DSP is hired what sort of training does s/he receive?
- What sorts of training do DSP's receive regarding other unique issues such as health

- issues, behavioral support needs, swallowing issues, assistive technology devices, etc.?
- What training do staff members receive on first aid, CPR, and responding to medical emergencies?
  - Who monitors the performance of staff in completing duties related to providing healthcare?
  - What training do staff members receive in preventing/reporting abuse, neglect and exploitation?
  - What training do staff members receive related to providing person-centered supports?
  - Person centered support planning,
  - Promoting choice,
  - Promoting personal relationships,
  - Identifying and supporting personal goals and dreams
  - What types of training are required on an ongoing basis after employees have completed their initial training?

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## **HEALTHCARE AND ASSISTIVE TECHNOLOGY SUPPORTS AND SERVICES**

- What arrangements are made to ensure people supported by the organization receive the healthcare services they need? (primary care, dental care, pharmacy services and services from any specialist)
- What training do staff members receive on providing basic healthcare services?
- Who will administer prescribed medication and what amount/ type of training do staff members complete before administering medication?
- Who monitors the performance of staff in completing duties related to providing healthcare?
- Who schedules and takes people to medical appointments?
- How are people transported to medical appointments?
- What procedures are followed if a medical emergency occurs?
- How are nursing services provided or arranged for?
- Does the organization employ RN's and LPN's? If so, what are their respective duties?
- If I or a DSP believes medical attention is necessary, what is the process to obtain it?
- How will the following needed items be paid for: medical equipment, assistive technology, nutritional supplements, and adult disposable briefs?
- Who would maintain assistive technology devices such as wheelchair, communication device, lifts, etc.?
- Who would provide physical and/or occupational therapy services if needed?
- How would one's weights, nutritional status and diet/ menus be monitored?

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## RESIDENTIAL SERVICES

- How many residential setting does the organization operate?
- Are residential settings licensed?
- How many people typically live together?
- What is the level of staffing in each home?
- Is "overnight awake" staff provided?
- What is the expected rent to be paid for housing?
- Does housing cost include other potential costs such as utilities, food, telephone, cable, lawn care, home maintenance and repairs?
- What is your organization's track record of providing service to people with needs similar to those of the person to be served?
- Are the homes operated by your organization ADA accessible?
- What kind of transportation will be available? What is the cost for transportation? Will a vehicle be available 24/7?
- What type and frequency of community events will require mandatory participation?
- Who monitors to be certain this occurs?
- What morning, evening and weekend routines are expected?
- When are visitors permitted? When is the person permitted to make visits to his/ her family or guardian?
- How will choice be supported for things like what to eat, wear, how to spend free time, etc.?
- How are housemates or roommates selected?
- What types of recreational opportunities are available?

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## DAY AND EMPLOYMENT SERVICES

- What types of day and employment services are available and where are these opportunities located?
- How many people participate in the different types of day service programs your organization offers?
- What kinds of work or other activities will be available?
- When not working, what will be happening during the day?
- How much will be paid for work performed?
- How many people are involved in supported employment programs within your organization?
- What types of jobs do people with similar disabilities hold?

- On average, how much do people who are paid by piece rate earn? How much do people with significant disabilities earn?
- What is your organization's record for providing services to people with special or extraordinary needs?
- How large are group activities and what is the staffing ratio to be provided?
- What kind of transportation will be available during the day? Will there be an additional fee for this transportation?
- If the person is ill during the day, will s/he be permitted to stay home? If not, where will s/he go?

## CONSUMER RIGHTS AND RESPONSIBILITIES ACCORDING TO THE CONSUMER RIGHTS AND RESPONSIBILITIES ACT

- ||| Don't hurt other people or take their things.
- ||| Be responsible with your money and pay your bills on time.
- ||| Take care of your things and keep them safe.
- ||| Make good decisions for yourself.
- ||| Let others have their privacy or time to themselves.
- ||| Spend time with people who won't get you into trouble.
- ||| Everyone has the right to choose their own religion or faith.
- ||| Be responsible for your actions and take the medications your doctor given you.
- ||| Do the best work that you can.
- ||| Treat others with respect.
- ||| Be honest with others.
- ||| Be responsible for the information you share about yourself or other people.

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*Sedgwick County Department of Aging and Disabilities*

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